

# Pest Control Officer

<b>Team</b> Complex Repairs	<b>Salary</b> Band E
<b>Team responsibility</b> No line management responsibility	<b>Line manager</b> Contract Coordinator

## The job in a nutshell

This role supports the delivery of our strategic goal: to provide affordable homes where people feel safe and secure. You will do this by carrying out all aspects of pest control services on behalf of Beyond Housing, ensuring all work is completed to a high standard and fully evidenced in detailed reports. You will provide excellent customer service by working closely with residents, delivering clear communication, professional support, and a positive experience that reflects our mission to offer services our customers truly value.

## Duties and Responsibilities

- Control and eradicate pest issues within customers homes and communal areas
- Enforce and comply with future and existing legislation relating to pests including byelaws
- Carry out surveys of wasteland, properties and becks, and conduct treatment if required
- Be responsible for the handling of poisons and the application of required quantities in safe places and open land
- Communicate, organise and participate in advisory education and counselling to all members of the community, Beyond Housing and other bodies in respect of pests.
- Attendance at approved basic and specialised courses related to pest control
- Liaise with internal and external stakeholders to aid the resolution of pest issues
- Responsible for own compliance to Health & Safety legislation and for the safety of recipients of the service
- Be aware of and understand Awaab’s Law in relation to Pest Control

The above list is not exhaustive, and the role holder will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

## What you’ll bring to the team/role

### Skills, knowledge and experience

- Ability to effectively communicate and collaborate with a wide range of stakeholders internally and externally

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1	February 2025	Initial Version	

- Knowledge of Health & Safety and COSHH regulations in relation to pest and insect control
- Experience and knowledge of working within the Pest Control industry

### **Qualifications**

- NVQ 2 Pest Control or relevant experience
- Good standard of education (NVQ Level 2/GCSE's or equivalent) or relevant exempting experience
- Driving licence (if you have a disability, we may explore reasonable adjustments with you)
- Poison competency certificates

### **It's a bonus if you also bring**

- Experience working within the Social Housing Sector
- Registration with either BPCA or NPTA

*NB: If you have a disability we may explore reasonable adjustments with you.*